

# Endorsement Framework

FOR ORGANISATIONS

## Overview



Endorsing excellence in social care education and training  
**organisations**

# Contents

Introduction	Page 3
Endorsement Framework overview	Page 5
Endorsement of organisations	Page 6
The Recognition and Excellence Award dimensions	Page 8

# Introduction

## WHY WE NEED AN ENDORSEMENT FRAMEWORK

Adult social care is a growth sector with over 40,000 employers employing over 1.75 million people, who enhance the quality of life for millions more. Treating people with respect, enhancing their rights and dignity and supporting them to have the lives they want are the values that lie at the heart of social care.

At a time when employers are facing financial pressure, the need for assurance on the quality of training purchased is all the more needed. This is what the Skills Academy's Endorsement Framework delivers with its clear badge of identification for endorsed training providers.

The Framework was born of a need from employers in the sector who needed to know they were using their resources to maximum effect and wanted a way to navigate through the minefield of selecting and purchasing quality training.

Gaining endorsement by the Skills Academy will give training providers market share and advantage and will give employers assurance that excellence is established and demonstrated in the training available to them.

## EXCELLENT CARE BEGINS WITH EXCELLENT TRAINING

When we think of excellence, we think of a something outstanding, a model of its kind, the very best there is.

When employers and learners begin looking for training, they want to know that what they buy or commission is the best possible choice.

One way of ascertaining this is to look for some form of independent validation, whether that is awards, accolades, others' experience, ratings or quality assurance marks. Gaining Skills Academy endorsement immediately indicates that your training provision is exemplary – specifically designed for the needs of social care employers and learners.

## THE BENEFITS OF BEING ENDORSED

Gaining Recognition and the Excellence Award brings significant benefits to organisations including:

- Details of your organisation will be published on a Skills Academy database
- Employers looking for training will be able to select from a list of provision which has been through a sector-specific quality assurance process
- You will also be able to use the relevant Skills Academy quality mark on marketing and publicity materials for programmes which have been endorsed
- Commissioners of training will know that if they come to you, they will receive the best possible product.

Organisations holding the Excellence Award will also have automatic membership of the Skills Academy. This will give a range of advantages:

- Status as a preferred organisation for development projects and pilot activities
- Mentoring and support opportunities



- Involvement in development of new materials or programmes
- Networking opportunities with other excellent providers and with employers
- Opportunities to contribute to debates and strategic developments
- Opportunities to attend Skills Academy events and seminars.

## THE ENDORSEMENT FRAMEWORK PRINCIPLES

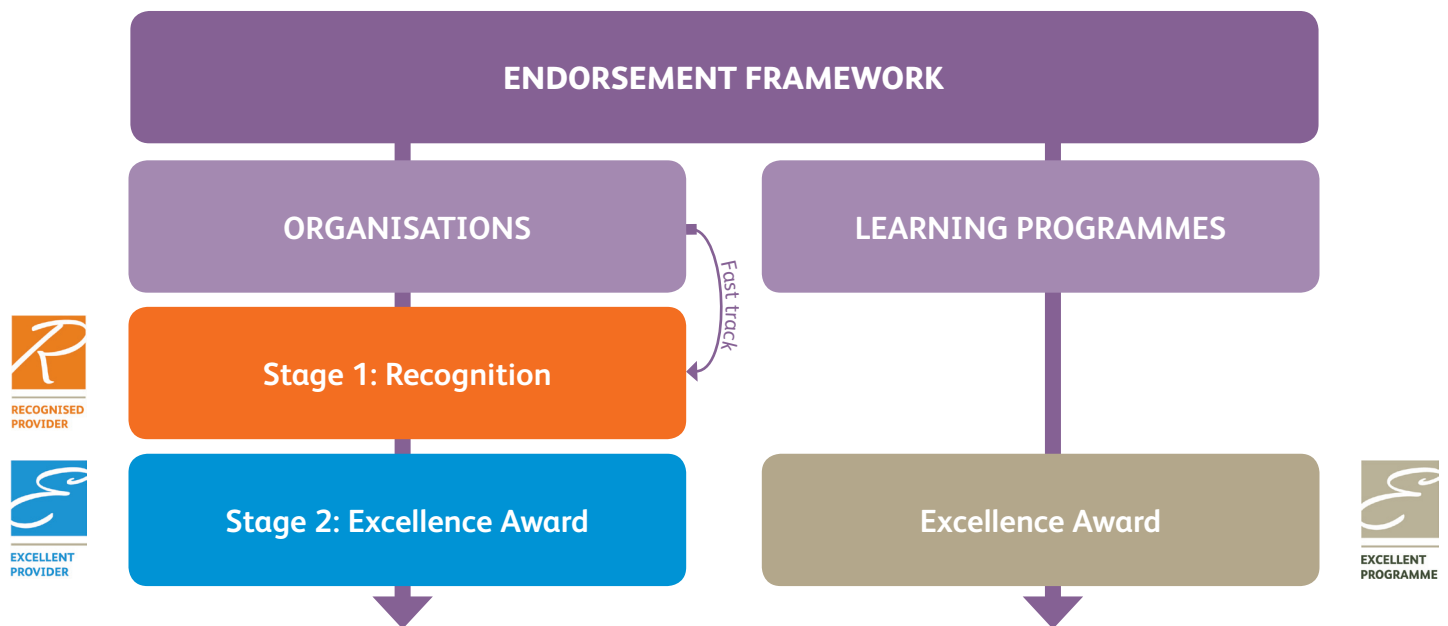
The principles of the Endorsement Framework follow and expand upon the main values of the Skills Academy, specifically focusing on the following:

- **Inclusivity:** Embracing all providers of education, training, learning and development, including colleges of further and higher education, work-based learning providers, employers and individual trainers
- **Authority:** Basing evaluation and judgement on clear, demonstrable evidence of practice that reflects the values of the social care sector
- **Efficiency:** Keeping bureaucracy to a minimum by using third-party Quality Assurance reports wherever applicable

# Endorsement Framework overview

There are two routes to endorsement by the Skills Academy. The route for the endorsement of learning programmes is a single stage process leading directly to the Excellence Award. The route for organisations (this document) is broken down into two stages: Recognition and the Excellence Award.

you would like to have endorsed. Or you may be an e-learning developer who offers programmes across a range of disciplines, of which adult social care is only one. Or you may be a private training provider with a relatively small adult social care offer. In most other cases the organisation route will be the most suitable.



Whether in relation to organisations or learning programmes, the Excellence Award is the quality mark for education and training in the adult social care sector. It is a tool for self-evaluation and quality improvement, and a standard for training and development. It can therefore be used as a mechanism for organisational and staff development.

The decision about whether to go for organisational or learning programme endorsement will depend on your own circumstances. If you would like further guidance, you can email us:

- [endorsement@nsasocialcare.co.uk](mailto:endorsement@nsasocialcare.co.uk)

## WHICH ROUTE IS BEST FOR MY ORGANISATION?

It is likely that you will choose the Learning Programme route if your organisation offers only a few learning programmes in adult social care. You may, for example, be a care provider who offers some training, either internally or externally, which

# Endorsement of organisations

The endorsement process for education and training providers and organisations consists of two stages:

## STAGE 1 RECOGNITION

Completion of this stage demonstrates that an organisation takes a professional approach to education and training. To gain Recognition you must show how your organisation meets the Recognition requirements in each of the following six dimensions:

1. Leadership and management
2. Quality assurance and improvement
3. Resource management
4. Working with learners
5. Working with employers
6. Staff development

Each dimension comprises a series of statements. Organisations must provide self-evaluation and evidence which shows how they meet all statements in all sections in order to become Recognised by the Skills Academy.

### Fast-track

Organisations applying for Skills Academy Recognition (required before applying for the Excellence Award) may use evidence from other quality mark schemes and inspections in order to fast track through the endorsement process.

The quality marks which can help organisations to fast track are:

- An overall grade 1 or 2 in the latest Ofsted inspection

- Training Quality Standard Part A
- Training Quality Standard Part B (Adult Social Care) or (Health and Social Care)
- Matrix
- Investors in People.

Further details of each of these quality indicators can be found in the document 'Quality marks explained'. The links between these quality marks and Recognition are outlined in the 'Recognition Guide'. Both of these documents are available to download on the Skills Academy website.

Where there are no quality marks to fast track through the Recognition dimensions, a self-evaluation narrative and supporting evidence must be submitted to show how the organisation meets the Recognition criteria in each of the six dimensions.

## STAGE 2 EXCELLENCE AWARD

The Excellence Award requires you to show that you place particular emphasis on meeting the needs of learners in the social care sector. You will demonstrate commitment to the values of a social model of care and to understanding and measuring the impact of your provision on employers' businesses and the lives of people who use services.

You need to fill out a self-assessment, with supporting evidence, which demonstrates how you have conceived, designed, developed and delivered and evaluated your learning programme, and how it fits with the core values which underpin social care. Your application will then be reviewed by independent training providers

from the adult social care sector, who will make a recommendation to a Skills Academy Review Panel on the outcome.

Gaining the Excellence Award results in designation as a Centre of Excellence in Adult Social Care Training. This designation will only be awarded to education and training providers who are already Recognised by the Skills Academy and who subsequently provide evidence that they meet the Excellence statements.

You will be invited to name the programmes or courses which you wish to have included within the Excellence Award, and will be entitled to use the appropriate Skills Academy quality mark in advertising and marketing materials in relation to these courses, as well as when marketing your whole organisation.

The key to a successful application for Recognition and the Excellence Award is to tell the story of your training provision - why and how you have produced training and how you ensure its quality. Every story will be different, but the endorsement process has been designed to celebrate this difference whilst working to very clearly articulated, underpinning principles.

# The Recognition and Excellence Award dimensions

## RECOGNITION DIMENSIONS

### 1. Leadership and management

**(Organisations subject to Ofsted inspection who received an overall grade 1 or 2 in their latest review will receive automatic credit for this section.)**

- A. Leaders set a clear direction for the organisation leading to high quality education and training and a continuous improvement cycle.
- B. Aims and approaches are regularly communicated to all appropriate stakeholders and developed in response to their input.
- C. Managers are effective in leading, supporting and developing people who provide and assist with the organisation's training programme delivery.

### 2. Quality assurance and improvement

**(Organisations subject to Ofsted inspection who received an overall grade 1 or 2 in their latest review will receive automatic credit for this section.)**

- A. The strategy for improving the performance of the organisation is clearly defined, with specific, measurable and time-based (SMART) performance objectives, and disseminated to, and understood by all stakeholders.
- B. Continuous quality improvement is ensured through a documented monitoring, evaluation and action cycle.
- C. Quality assurance systems ensure implementation of policies and practices.

- D. Policies and practices ensure high quality programme design and delivery.
- E. Staff employed by the organisation are encouraged to take ownership and responsibility for the quality of training by being involved in decision making.
- F. Indicators of organisational performance against strategic objectives show an improving trend or a sustained high level of performance.
- G. The impact of training provision on the quality of care is measured and evaluated.
- H. Education and training providers learn by reflection and evaluation continually to improve their own professional and organisational development.

### 3. Resource management

**(Organisations subject to Ofsted inspection who received an overall grade 1 or 2 in their latest review will receive automatic credit for this section.)**

- A. The resources used to arrange and deliver education and training enable the provision to meet care sector expectations
- B. Training materials and equipment, training venues and specialist equipment are of a high quality and sufficient to meet the needs of all learners.
- C. A safe, healthy, accessible and supportive environment is provided for learners.

#### 4. Staff development

**(Organisations holding Training Quality Standard Part B in Adult Social Care or Health and Social Care, and/or Investors in People will receive automatic credit for this section.)**

- A. Staff learning and development is planned to achieve the organisation's objectives.
- B. The learning and development of the organisation's staff is designed to enhance the delivery of education and training.
- C. The people arranging, delivering and assessing training and education have the knowledge and skills to meet adult social care sector expectations, and hold appropriate qualifications.
- D. Staff involved in delivery and assessment of training provision on behalf of the training provider maintain their vocational competence in teaching, learning and assessment, and care services delivery.

#### 5. Working with learners

**(Organisations holding a current Matrix award and/or achieved a grade 1 or 2 in their latest Ofsted inspection will receive automatic credit for this section.)**

- A. Learners, potential learners and those supporting them are made aware of the training service and how to engage with it.
- B. Learners are provided with access to information about their programme and support in using it.
- C. Programmes are accessible and underpinned by equality of opportunity in line with the identified needs, interests and aptitudes of learners, including their prior learning and experience.
- D. Education and training providers respect and respond to all learners' aspirations, goals and development, and the experience they bring to their learning and to other people.

- E. Learners are actively involved in the evaluation of training programmes and their contribution to personal development as well as the way it has/will improve the quality of life for the users of care services.
- F. Appropriate progression opportunities are available for learners.
- G. Education and training providers show evidence of working towards and/or maintaining high levels of retention, completion and achievement.
- H. Education and training providers collaborate and network with all other individuals, groups and organisations with a legitimate interest in the progress and development of learners.
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#### 6. Working with adult social care employers

**(Organisations holding the Training Quality Standard will receive automatic credit for this section.)**

- A. The aims and approaches of the organisation are communicated to all employers and appropriate stakeholders.
- B. The strategy for working with employers is based on an analysis of the market and key customer groups in the care sector.
- C. Input is sought from sector employers on their expectations for training solutions and business needs.
- D. Input is sought from appropriate employers and stakeholders to share good practice and improve understanding of the care sector's business needs.
- E. Training provision is developed and delivered to sector expectations and employers' business needs.

- F. Contracts with employers define specific measurable and time-based performance objectives for training delivery.
- G. Employers and other stakeholders are actively involved in the evaluation of the impact of training delivery on business development and the quality of life of people who use care services.
- H. Education and training providers work towards enhancing social care as a positive career choice and celebrate the achievements of their learners.

## EXCELLENCE AWARD DIMENSIONS

- A. Equality, diversity and inclusion are intrinsic to relationships with learners, the workforce, employers and communities and constitute part of the continuous quality improvement targets for the organisation.
- B. Education and training providers' processes and practices provide a role model for the core values of a social model of care.
- C. Education and training providers' processes and practices, and in particular those relating to confidentiality and whistle-blowing, demonstrate adherence to the GSCC Codes of Practice.
- D. The needs of people who use services are placed at the heart of designs for training delivery.
- E. People who use services, and carers, are an integral part of the team who design, develop, deliver, assess and evaluate education and training provision.
- F. Education and training providers support the development and improvement of social care services and can demonstrate how their training provision makes a positive difference to the lives of people using services or needing support.
- G. Provision consistently promotes the potential of learning to benefit people emotionally, intellectually, socially and economically, and to contribute to community growth and sustainability.